

**GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA**

UNSTARRED QUESTION NO:5062
ANSWERED ON:20.04.2001
NATIONAL CONSUMER DISPUTES REDRESSAL COMMISSION
GADDE RAMAMOCHAN

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) the objectives of the National Consumer Disputes Redressal Commission;
- (b) the number of cases pending before the National Consumer Disputes Redressal Commission;
- (c) whether the Union Government propose to create regional offices of the Commission; and
- (d) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI SRIRAM CHAUHAN)

(a) : Under the Consumer Protection Act, 1986, a three-tier quasi judicial machinery has been set up in the country, with the District Forum at the district level, State Commission at the state level and the National Consumer Disputes Redressal Commission (National Commission) at the national level. The National Commission has jurisdiction to entertain complaints where the value of the goods or services and compensation, if any, claimed exceeds rupees twenty lakhs. It also has jurisdiction to entertain appeals against the orders of any State Commission. The National Commission also exercises administrative control over all the State Commissions with regard to calling for periodical returns regarding institution, disposal, pendency of cases, issue of instructions regarding procedures to be adopted, and generally overseeing the functioning of the State Commissions and District Fora.

(b) : 9515 cases which include original complaints, appeals and revision cases were pending before the National Consumer Disputes Redressal Commission as on 1.1.2001.

(c) & (d): Proposal for various amendments to the Consumer Protection Act, 1986 is under consideration. This includes enabling provision for holding of circuit benches of the National Commission at such places as may be notified.